

Chapter 3: Configuring Meridian IVR for testing

Overview

Basic configuration

This chapter describes the procedures needed to configure a basic Meridian IVR system with a shared configuration. Configuring Meridian IVR involves making changes to the Meridian 1 switch, to Meridian Mail, and to Meridian IVR. All three platforms must be properly configured for Meridian IVR to function properly.

The procedures for doing this are the following:

- 1 Configure the Meridian 1 switch.
- 2 Configure Meridian Mail.
- 3 Configure the ACCESS link.
- 4 Install the voice prompts from tape.
- 5 Configure Meridian IVR voice channels.
- 6 Access the System Configuration.
- 7 Set the number of prompts on the system.
- 8 Define the node characteristics.
- 9 Configure the channels.
- 10 Save the changes.
- 11 Synchronize the date and time with Meridian Mail and host systems.
- 12 Restart Meridian IVR with the new configuration.

Customer-defined configuration

After the test application has been successfully installed and run, the Meridian IVR system must be configured according to the value-added developer's specifications. This configuration is designed to support the customer's particular applications.

The final configuration may, or may not, include one or more data links to a host computer. The procedures for completing the customer-defined configuration are found in "[Chapter 5: Configuring Meridian IVR for customer applications](#)", on page 5-1.

Supporting documentation

Before beginning to configure channels on the Meridian switch, ensure that you have the following Meridian Mail NTPs:

Meridian ACCESS Configuration Guide (NTP 555-7001-315). This NTP details the basic procedures on configuring ACCESS.

Meridian Mail Installation Procedures (NTP 555-70x1-210). This NTP provides information on installing Meridian Mail.

Meridian Mail System Administration Guide (NTP 555-7001-301, 302, 303). This NTP provides information on Meridian Mail administration, including voice services configuration.

Meridian 1 ACD Administrator's Guide (NTP 553-2311-311). This NTP details information on setting up Automatic Call Distribution (ACD) on the switch.



ATTENTION!

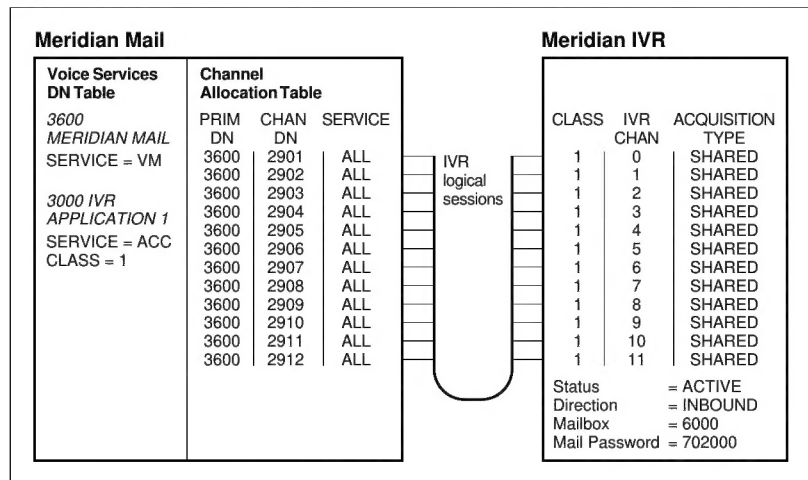
This guide was written with the assumption that the installer is familiar with administration of the Meridian 1 switch and Meridian Mail.

Shared resource configuration

If you are installing a new Meridian Mail system as well as the Meridian IVR system, ensure that Meridian Mail has been installed, configured and tested, so that voice applications use all available virtual ACD agents. See the appropriate *Meridian Mail Installation Guide* (NTP 555-70x1-210). You may also have to configure SEER and administration printing if using the Meridian IVR MM Console window.

Figure 3-1 provides an example of a basic shared configuration for 12 Meridian Mail and 12 Meridian IVR channels.

Figure 3-1
Meridian IVR/Meridian Mail configuration for a shared model (single application)



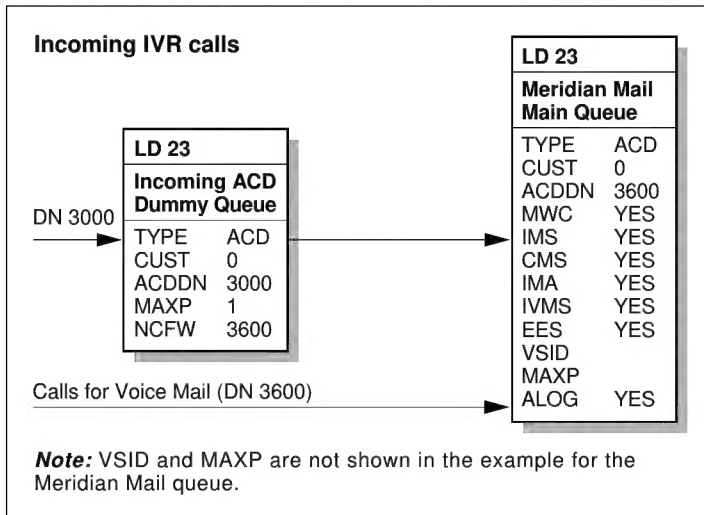
Notes:

- 1** In the VSDN table, 3600 is the DN of the main ACD queue. This DN may be different on your system.
- 2** DN 3000 is an ACD DN that is NCFW to the main ACD queue on the Meridian 1 switch. Your DN number may be different.
- 3** The mailbox and password assigned to the channel(s) may be different on your Meridian Mail system.
- 4** Your Meridian IVR system may have more or less than 12 channels, on each of Meridian Mail or Meridian IVR.
- 5** You can configure 48 channels in shared mode for installation testing only. The final configuration must be engineered. **For a shared configuration, 24 is the maximum channel size if you are using a 9600 baud ACCESS link.**

Configuring the Meridian 1 switch

Define a dummy ACD DN that will be used to call Meridian IVR applications. This ACD DN will be night call forwarded (NCFW) to the ACD queue with the Meridian Mail agents.

Figure 3-2
Basic Meridian 1 ACD configuration



Procedure 3-1**Configuring a new Meridian Mail/Meridian IVR installation**

- 1 Determine the DN of the main ACD queue containing the Meridian Mail agents. To verify the DN, using the Meridian Mail console, select the Channel Allocation Table. The DN of the ACD queue will be listed as the "ACD DN". The channels associated with this Primary DN should have a service field of ALL.

Figure 3-3**Determine the DN of the main ACD queue**

```

Main Menu
Channel Allocation Table (C=Card D=DSP P=Port)

Limit; MaxVoice MinMulti; MaxFull;
12      12      0      3

-----Allocated-----
M/F: 0  V/F: 3  V/B: 9

# C-D-P      TN      ACD DN      SCN      Type  Capability  Outbound
1  4-1-1      008-0-02-00  7000      7800      Voice  Full Basic  ALL
2  4-1-2      008-0-02-08  7000      7801      Voice  Full Basic  ALL
3  5-1-1      008-0-02-01  7000      7802      Voice  Full Basic  ALL
4  5-1-2      008-0-02-09  7001      7803      Voice  Full Basic  ALL
5  6-1-1      008-0-02-02  7002      7804      Voice  Full Basic  ALL
6  6-1-2      008-0-02-10  7003      7805      Voice  Full Basic  ALL
7  7-1-1      008-0-02-03  7004      7806      Voice  Full Basic  ALL
8  7-1-2      008-0-02-11  7005      7807      Voice  Full Basic  ALL
9  8-1-1      008-0-02-04  7006      7808      Voice  Full Basic  ALL
10 8-1-2      008-0-02-12  7000      7809      Voice  Full Basic  ALL
11 9-1-1      008-0-02-05  7000      7810      Voice  Full Basic  ALL
12 9-1-2      008-0-02-13  7000      7811      Voice  Full Basic  ALL

Select a softkey >

Save      Cancel      Display Choice of Services

```

- 2 Add an ACD queue which is forwarded to the main ACD queue.
 - Load Overlay 23 at the Meridian 1 administration terminal.
 - Respond to the prompts as shown in **Figure 3-3**.
 - Press <Enter> for each prompt that appears after NCFW.
 - Enter END at the next REQ prompt.

Table 3-1
Overlay 23-ACD queue parameters (for shared channels)

Prompts	Responses	Description
REQ	NEW	
TYPE	ACD	ACD data block
CUST	_____	SL-1 customer number
ACDN	<u>3000</u>	Enter the DN of the voice service
MWC	NO	This is not a message center
MAXP	1	Maximum number of positions
NCFW	<u>3600</u>	Enter the "main" ACD DN (one with channels assigned), to which this queue is forwarded

Configuring Meridian Mail

After you have configured the switch (Meridian 1), you must configure Meridian Mail. This consists of the following procedures:

- 1 Configure the ACCESS link (MMLink).
- 2 Configure the SEER and administration printer (this will allow Meridian IVR MM Console usage on the SVGA terminal window).
- 3 In Meridian Mail General Administration, under General Options, the SEER and reports printing must be directed to a dedicated printer port name, and the Meridian Mail SEER printer must be connected to its own dedicated serial port.
- 4 Configure Voice Service DN's and mailboxes.
- 5 Install standard Meridian IVR voice prompts.

Configuring the ACCESS links

Configuring Meridian Mail for ACCESS involves letting Meridian Mail know the RS-232 port on which the ACCESS link is to be connected, defining the attributes of the ports, and finally enabling the ports.

Procedure 3-2

Configuring a data port on Meridian Mail for ACCESS

This procedure can be used to view or change a dataport.

- 1 Log in to the tools level of Meridian Mail, and enter the tools password.
- 2 Verify that an option in this menu, or in the Other menu exists, titled "ACCESS diagnostics".

If this option is not present, then Meridian Mail does not have the ACCESS enable option turned on.

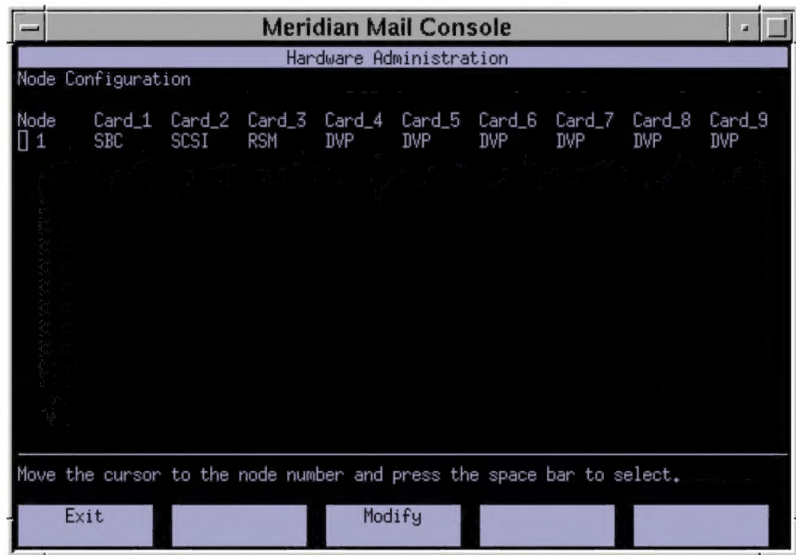
To turn on the ACCESS enable option you must perform a feature expansion for Meridian Mail. See the *Meridian Mail System Installation and Modification Guide* (NTP 555-7001-215) for the procedure on how to do this.

- 3 Select the Modify Hardware option.
- 4 Select option 1: Node Configuration.

A window similar to the one in [Figure 3-4](#) (for Meridian Mail Card Option systems) will appear. The exact contents of each node, and the number of nodes, is dependent on the type of system you have.

Note: The figures in this section do not necessarily represent actual hardware configurations. They are illustrations only.

Figure 3-4
Node Configuration window for a Meridian Mail Card Option system



The following abbreviations identify the cards:

Card	Description
SBC	single board computer
SCSI	small computer standard interface (disk/tape drive)
RSM	RS-232 service module
Ram	memory board
Bus	high-speed bus
MSP	multi-purpose signal processor
NVP	network voice processor (16Kbyte). Non-EC only.
DVP	voice processor card (card option only).
NVP32	32 Kbyte network voice processor. Non-EC only.

5 Select a node on which to configure the ACCESS link.

Your choice will be influenced by the allowable positions for an ACCESS link, [see Table 3-2](#) (for release 9 and below of Meridian Mail) or [see Table 3-3](#) and the ports that have already been allocated to other peripheral devices.

Having selected the node on which the ACCESS link will be configured, you are presented with a window similar to the one shown in [Figure 3-5](#).

Table 3-2
Recommended data port uses for a Meridian Mail Options, Modular Option system

Port	Allowable uses
Node 1 SBC port 1: DP1	System Console or AdminPlus
Node 1 SBC port 2: DP2	CSL or SMDI
Node 1 RSM port 1: DP3	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 1 RSM port 2: DP4	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 1 RSM port 3: DP5	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 1 RSM port 4: DP6	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 2 SBC port 1: DP7	GAC, MAT, Printer, SMDI
Node 2 SBC port 2: DP8	Maintenance
Node 2 RSM port 1: DP9	GAC, MAT, Network Modem, Printer, SMDI
Node 2 RSM port 2: DP10	GAC, MAT, Network Modem, Printer, SMDI
Node 2 RSM port 3: DP11	GAC, MAT, Network Modem, Printer, SMDI
Node 2 RSM port 4: DP12	GAC, MAT, Network Modem, Printer, SMDI
Node 3 SBC port 1: DP13	GAC, MAT, Printer, ACCESS Link, SMDI
Node 3 SBC port 2: DP14	Maintenance
Node 3 RSM port 1: DP15	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 3 RSM port 2: DP16	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 3 RSM port 3: DP17	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI

Table 3-2**Recommended data port uses for a Meridian Mail Options, Modular Option system (Continued)**

Node 3 RSM port 4: DP18	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 4 SBC port 1: DP19	GAC, MAT, Printer, SMDI
Node 4 SBC port 2: DP20	Maintenance
Node 4 RSM port 1: DP21	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 2: DP22	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 3: DP23	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 4: DP24	GAC, MAT, Network Modem, Printer, SMDI
Node 5 SBC port 1: DP25	GAC, MAT, Printer, SMDI
Node 5 SBC port 2: DP26	Maintenance
Node 5 RSM port 1: DP27	GAC, MAT, Network Modem, Printer, SMDI
Node 5 RSM port 2: DP28	GAC, MAT, Network Modem, Printer, SMDI
Node 5 RSM port 3: DP29	GAC, MAT, Network Modem, Printer, SMDI
Node 5 RSM port 4: DP30	GAC, MAT, Network Modem, Printer, SMDI
-end-	

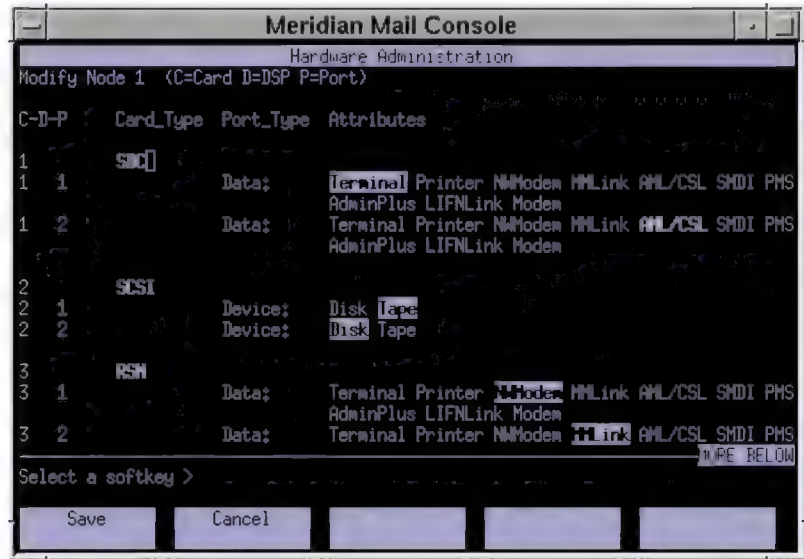
Table 3-3**Recommended data port uses for a Meridian Mail Modular Option EC system**

Port	Allowable uses
Node 1 68k port 1	System Console or AdminPlus
Node 1 68k port 2	CSL
Node 1 Utility Card port 1 (modem on North American systems)	Remote Access
Node 1 Utility Card port 2	GAC, MAT, Network Modem, Printer, ACCESS Link
Node 1 Utility Card port 3	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link
Node 1 Utility Card port 4	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link
Node 2 68k port 1	GAC, MAT, Printer

Table 3-3
Recommended data port uses for a Meridian Mail Modular Option EC system (Continued)

Node 2 68k port 2	GAC, MAT, Printer
Node 3 68k port 1	GAC, MAT, Printer, ACCESS Link
Node 3 68k port 2	GAC, MAT, Printer, ACCESS Link
Node 4 68k port 1	GAC, MAT, Printer
Node 4 68k port 2	GAC, MAT, Printer
Node 5 68k port 1	GAC, MAT, Printer
Node 5 68k port 2	GAC, MAT, Printer
Second Utility Card port 1	GAC, MAT, Printer, ACCESS Link (if on node 3)
Second Utility Card port 2	GAC, MAT, Printer, ACCESS Link (if on node 3)
Second Utility Card port 3	GAC, MAT, Printer, ACCESS Link (if on node 3)
Second Utility Card port 4	GAC, MAT, Printer, ACCESS Link (if on node 3)

Figure 3-5
Modify Node window for a Meridian Mail Card Option system



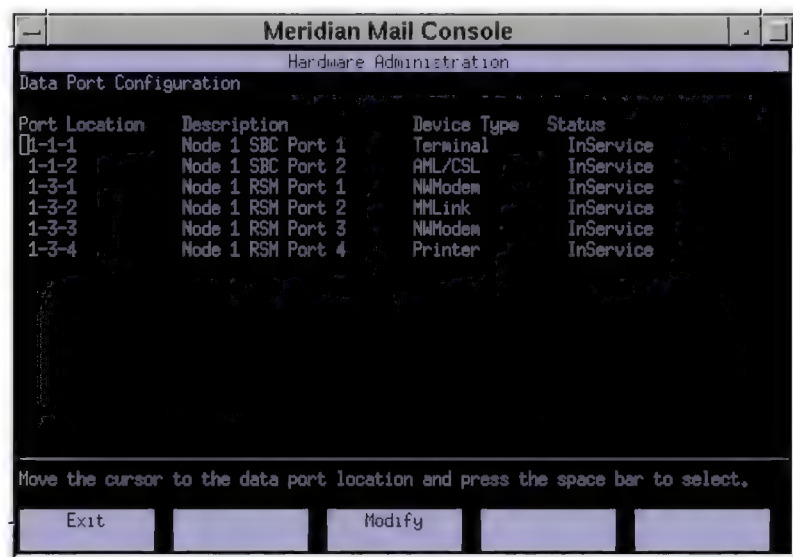
- 6 Move the cursor to the port which is to be used for the ACCESS link, and change the port type to MMLink.

Note: Make note of the node, card, and port number of this link. The ACCESS link cable should be cabled appropriately. See [Figure 2-10](#) and [Figure 2-11](#) in Chapter 2 of this manual for a cross-reference of port numbers and cables.

- 7 Press <F1> to save changes to the Hardware Configuration.
- 8 Choose Data Port Configuration from the Hardware Administration menu.

Figure 3-6

Data Port Configuration window for a Meridian Mail Card Option system

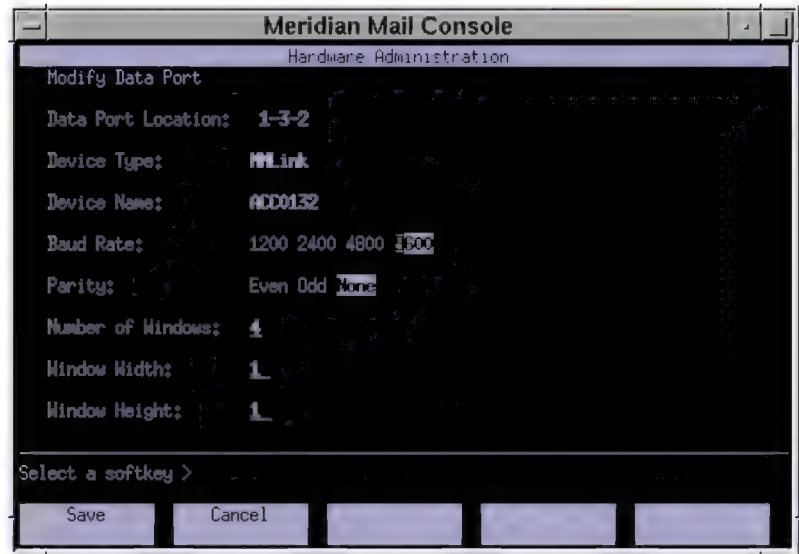


- 9 Move the cursor to the line containing the data port configured for an ACCESS link in step 6, and press the space bar to highlight this line.

- 10 Select the Modify softkey.

A window similar to the one shown in Figure 3-7 appears.

Figure 3-7
Modify Data Port window (ACCESS/MMLink)



- 11 Ensure that the following fields are set:
- Baud rate: 9600 (2400 for Meridian Mail Rel. 7.5)
 - Number of windows: 4
 - Window width: 1
 - Window height: 1

The remaining fields do not need to be modified.

Notes:

- 1 Set the baud rate to 9600 for Meridian Mail release 8 and 9 systems.
- 2 Set the link speed for Meridian Mail release 10 to range from 4800 to 38400 baud.

- 12 Press the <Save> softkey to save the changes.

13 Reboot the Meridian Mail system.

If you made any changes to the Hardware administration windows at the tools level, either by selecting a data port for the ACCESS link or by changing the attributes of the data port, you will need to reboot the system. If you have made no changes and the port was already properly configured, a reboot is not required.

Note: If you will be cabling the Meridian Mail console for an SVGA terminal window and need to reconfigure the printer port, use **Procedure 3-3** to add the printer port before you reboot the system.

Setting the link speed on the Meridian IVR AP

For each data port configured on the Meridian Mail system, you must set the baud rate on the Meridian IVR AP. You do this by editing the **lh.config** file in the **/u/ivr/vrs/exe** directory. The following is a sample **lh.config** file:

```
Device1=/dev/tty1a Linkspeed=19200
Device2=/dev/tty1b Linkspeed=9600
Device3=/dev/tty1c Linkspeed=38400
Device4=/dev/tty1d Linkspeed=19200
Device5=/dev/tty1e
Device6=/dev/tty1f
Device7=/dev/tty1g
Device8=/dev/tty1h
```

The link speed entries in this file correspond to the baud rate settings in the Meridian Mail Modify Data Port window.

Providing SEER and administrative printing

This section describes how to arrange for a dedicated printer port to be used for SEER and Administration printing. These configuration changes are necessary to route the Meridian Mail console I/O to the Meridian IVR application processor.

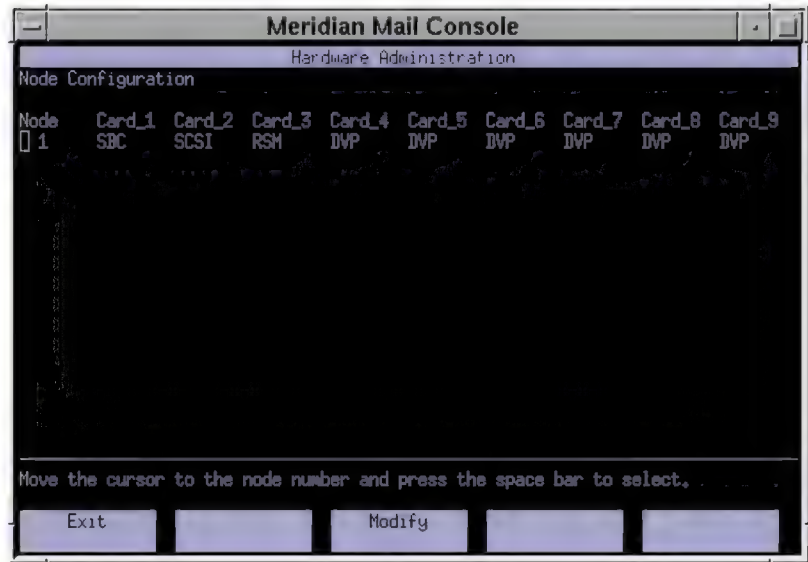
This procedure makes use of figures and tables described in the previous section, "**Configuring the ACCESS links**", on page 3-8.

Note: This procedure is valid only for Meridian Mail Release 8 or above.

Procedure 3-3**Configuring a data port on Meridian Mail for dedicated printer use**

- 1 Log in to the tools level of Meridian Mail, and enter the tools password.
- 2 Select the option Modify Hardware.
- 3 Select option 1: Node Configuration.

A window similar to the one in **Figure 3-8** appears.

Figure 3-8**Node configuration window for a Meridian Mail Card Option system**

The following abbreviations identify the cards that have dataports configured on them:

- SBC** single board computer
- SCSI** small computer standard interface (disk/tape drive)
- DVP** voice processor card (card option only).
- RSM** RS-232 service module
- Util** utility card (EC systems)

- 4 Select a node on which the printer is to be configured.
Your choice will be influenced by the allowable positions for a printer (see [Table 3-2](#) or [Table 3-3](#)) and the ports that have already been configured. Recommended procedure if possible, is to use a printer port located on Node 1.
- 5 You will be presented with a window similar to the ones shown in [Figure 3-5](#). Move the cursor to the data port that is to be used for printer I/O. If the dataport is not already configured for printer use, do so by selecting PRINTER.

Notes:

- 1 Make note of the node, card and port number of the printer port. The printer cable should be cabled appropriately. See [Figure 2-10](#) and [Figure 2-11](#) in Chapter 2 of this manual for a cross-reference of port numbers and cables.
- 2 Make note of the name of the printer port. The default name is "PRTncp" where n = node, c = card, p = port. This will be required when you want to redirect the printer I/O to this port (step 8).
- 6 To save the changes to the hardware administration, press the <F1> key.
- 7 Log out of the Tools level, and log in to the regular Meridian Mail administration level.
- 8 In Meridian Mail General Administration under General Options, change the name of the printer port to the name you made note of in step 5.
- 9 To complete this change, you need to reboot the Meridian Mail system if you made any changes to the hardware administration windows at the Tools level.

If you are using a data port that was already configured for printer use, a reboot of the Meridian Mail system is not required.

Configuring Voice Service DN's and mailboxes

Procedure 3-4

Configuring a Voice Service DN and a mailbox

Add a new ACCESS service to the VSDN table, using the ACD DN from step 2, in "Procedure 3-1 Configuring a new Meridian Mail/Meridian IVR installation", on page 3-6.

- 1 Go to the Voice Services DN table.
 - Add a new voice service DN.
 - In the service field, type **ACC**
 - In the Class field which appears, type **1**
 - Enter a Revert DN number in the Revert DN field.

If Meridian IVR is down, calls arriving on the queue will then be transferred to the Revert DN.

Figure 3-9

Voice Services-DN Table

DN	Service	Comment
7000	VM	Voice Messaging
7001	ACC	ACCESS
7002	EM	Express Messaging
7003	ACC	ACCESS
7004	ACC	Networking service
7005	ACC	Access
7006	ACC	Access

Move the cursor to the item and press the space bar to select.

Exit Add View/Modify Delete Find

- 2 Add a new mailbox to the Meridian Mail system (**Figure 3-1**). This mailbox should have a storage limit of 90 minutes. Choose a mailbox number that does not already exist.
 - Go to the User Administration window and choose Add new user.
 - Select the Add Local Voice-User option.
 - Add a mailbox.

Installing voice prompts from tape

Install the Meridian IVR voice prompts from your voice prompt tape into the mailbox created in the previous step.

Procedure 3-5 Adding voice prompts from tape

- 1 Make a user account (mailbox).
- 2 If necessary, disable a voice processor card to free up memory.
- 3 Read the prompts from tape and transfer them to the mailbox.
- 4 Restore the voice processor card.

Procedure 3-6 Backing up the voice prompts

- 1 Copy the voice prompts from Meridian Mail to tape.
- 2 If necessary, disable a voice processor card to free up memory.
- 3 Transfer the prompts from mailbox and write them to tape.
- 4 Restore the voice processor card.

Note: Any of the steps below that are marked with an asterisk (*) represent an item that is a soft key. Mailbox 7000 was used as an example in this chapter. If you are using another mailbox, substitute the appropriate mailbox number.

Procedure 3-7**Copying voice prompts to Meridian Mail**

- 1** Make a User Account (mailbox).
 - ***Logon** (Type the Meridian Mail password)
 - Select item **1** and press <Enter> (User Administration)
 - Select item **1** and press <Enter> (Add New User)
 - ***Add Local Voice User**
 - Enter a new local voice user mailbox number > **7000** (any four or five digit number that is not already an existing mailbox will work)
 - This mailbox should have a storage limit of 90 minutes
 - ***Change User Password**
 - Enter new password (it will not be displayed) > **3827** and press <Enter>
 - Re-enter new password (it will not be displayed) > **3827** and press <Enter>
 - ***Save**
 - ***Cancel**
 - ***Cancel**
 - ***Cancel**
 - ***Logoff**
- 2** If you receive an out-of-memory indication, disable a voice processor card to free up memory.
 - ***Logon** (Type the Meridian Mail password)
 - Select item **5** and press <Enter> (System Status and Maintenance)
 - Select item **2** and press <Enter> (Card Status)
 - ***Disable Card**
 - Enter the number of the card you want to disable > **7** and press <Enter>
 - ***Exit**
 - ***Exit**
 - ***Logoff**

- 3** Read prompts from tape and transfer them to the mailbox.
 - ***Logon** (Type the tool level password)
 - Enter ADMIN level password (Type the ADMIN level password)
 - Insert the standard Meridian IVR voice prompt tape
 - Select the Transfer Voice Prompts tool, located in either the current menu, or under the Other tools menu
 - Select item **2** and press <Enter> (Read from Prompt Tape)
 - ***OK** to start reading tape
 - Destination Mailbox **7000** for the card option, or **2000** for other MM platforms
 - ***Install**

Note: Wait until transfer is completed before continuing.

 - ***Cancel**
 - ***Exit**
 - Select item **3** and press <Enter> (Logoff)
- 4** If you have disabled the voice processor card, restore the card.
 - ***Logon** (Type the Meridian Mail password)
 - Select item **5** and press <Enter> (System Status and Maintenance)
 - Select item **2** and press <Enter> (Card Status)
 - ***Enable Card**
 - Enter the number of the card you want to enable > 7 and press <Enter>
 - ***Exit**
 - ***Exit**
 - ***Logoff**

Procedure 3-8**Copying voice prompts from Meridian Mail to tape**

This procedure is a form of backup for customized Meridian IVR voice prompts.

- 1** If you receive an out-of-memory indication, disable a voice processor card to free up memory.
 - ***Logon** (Type the Meridian Mail password)
 - Select item **5** and press <Enter> (System Status and Maintenance)
 - Select item **2** and press <Enter> (Card Status)
 - ***Disable Card**
 - Enter the number of the card you want to disable > **7** and press <Enter> (16k Network Voice Processor)
 - ***Exit**
 - ***Exit**
 - ***Logoff**
- 2** Transfer prompts from mailbox and write them to tape.
 - ***Logon** (Type the tool level password)
 - Enter the ADMIN level password: (Type the ADMIN level password)
 - Select the Transfer Voice Prompts tool, located in either the current menu, or under the Other tools menu
 - Select item **1** and press <Enter> (Write Prompt Tape)
 - Mailbox **7000** or **2000**
 - ***View Data**

- ***Write All Files**

- Insert blank or scratch tape.

Note: Do not insert the standard Meridian IVR voice prompt tape.

- ***OK to start writing tape**

Note: Wait until transfer is completed, before continuing.

- ***Cancel**

- ***Exit**

- ***Exit**

- ***Exit**

- *Select item **3** and press <Enter> (Logoff)

3 If you have disabled the voice processor card, restore the card.

- ***Logon** (Type the Meridian Mail password)

- Select item **5** and press <Enter> (System Status and Maintenance)

- Select item **2** and press <Enter> (Card Status)

- ***Enable Card**

- Enter the number of the card you want to enable 7 and press <Enter>

- ***Exit**

- ***Exit**

- ***Logoff**

Configuring Meridian IVR voice channels

After you have configured the Meridian 1 and Meridian Mail, you should now configure the channels on Meridian IVR.

It is assumed that the Meridian IVR system has been installed and booted. If it is configured, booting the system automatically starts the Meridian IVR software running in the background.

Note: You will need to know the following information for each channel to configure the system for the test application:

- acquisition type of each channel will be *shared*
- direction is *inbound*
- for each channel, you need to know the mailbox and password (these are the same as those added to the Meridian Mail system in step 2, "Procedure 3-4 Configuring a Voice Service DN and a mailbox", on page 3-19.)
- class number is 1

Accessing the System Configuration window

Access the System Configuration window from the Application Processor console. The following procedures show you how to use the console.

Figure 3-10
Meridian IVR login window

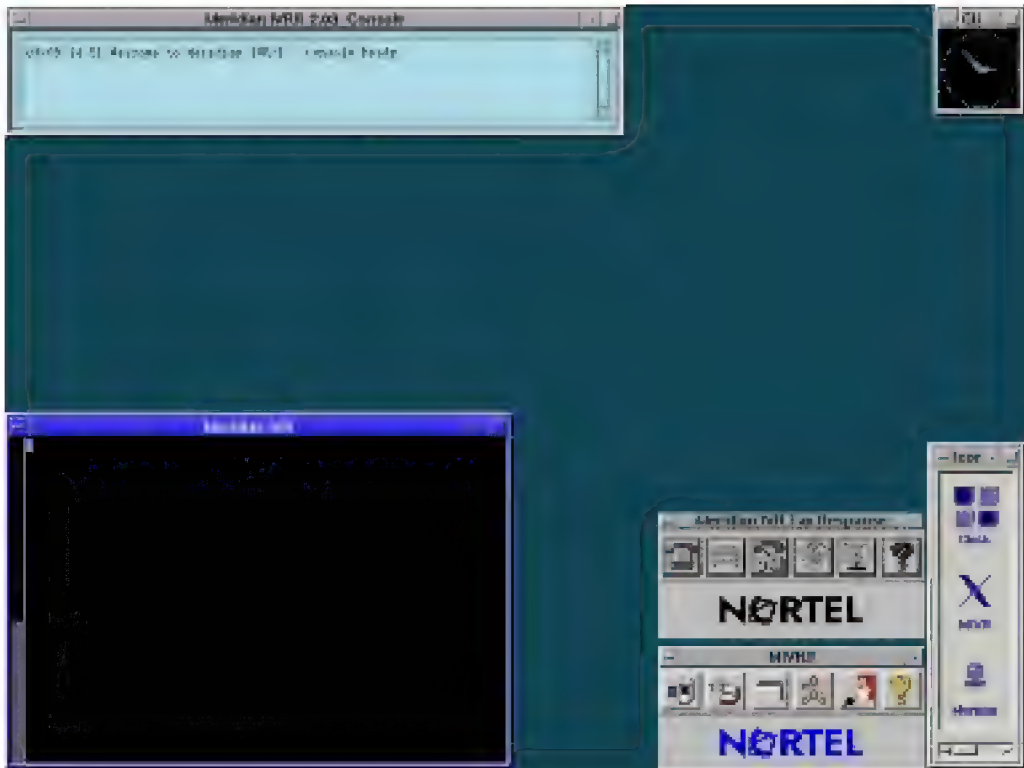


Procedure 3-9 **Accessing the System Configuration window**

- 1 To log into the system, type **vad** at the console Login prompt, and press <Enter>.
- 2 Type **vad1**, and press <Enter>.

You are now logged in to the Meridian IVR system. See [Figure 3-11](#).

Figure 3-11
Meridian IVR MMI desktop for vad or root accounts



On the Meridian IVR GUI desktop, a series of smaller “windows” are displayed. Use the Meridian IVR main menu, shown in [Figure 3-12](#), to create, run, and manage Meridian IVR applications.

Figure 3-12
Meridian IVR main menu

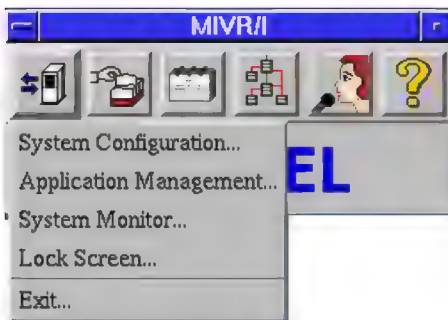


- 3 Each of the menu bar options shown in [Figure 3-12](#) displays a pull-down menu. You can access the System Administration pull-down menu option by pointing and clicking the left mouse button on the Application Processor icon.

All the channel and system configuration is performed in windows available through the System Administration icon.

- 4 To set up or modify your Meridian IVR system configuration, point to the System Administration icon and click on the left mouse button to display the pull-down menu ([Figure 3-13](#)).

Figure 3-13
Accessing the System Configuration window



- 5 From the menu, select the System Configuration option to display the System Configuration window ([Figure 3-14](#)).

Setting the number of prompts on the system

The System Configuration window is where you configure the number of prompts for your Meridian IVR system. The Number of Meridian IVR Systems field must be set to a default value of 1.

Follow **Procedure 3-10** to set the number of prompts on the system.

Procedure 3-10
Setting the number of prompts

- 1 To set the number of prompts on the system, select the System Configuration option from the System Administration menu.

The System Configuration window is displayed (**Figure 3-14**).

Figure 3-14
System Configuration window



The various fields are explained below.

Number of Meridian IVR Systems This identifies the number of Meridian IVR systems. This field is set to the default value of 1, which is the only valid value. Do not modify this field.

Maximum # of System-Wide Prompts This indicates the number of prompts that will be stored on the system for all applications, present and future. The default value is 2000, and the range of values is 1 to 55296. Set the maximum number of prompts to 6000 for a typical installation.

ATTENTION!

When you choose the values for the Maximum number of System-Wide Prompts parameter, you have determined the boundaries for your prompt and message numbers (also see *Meridian IVR Application Development Guide* (NTP 555–9001–310), which list the Meridian IVR prompts).

Once you have begun using Meridian IVR, use caution in changing these boundaries. For example, if you enlarge the storage area for prompts, you may prevent access to some stored Meridian Mail messages in the Meridian IVR mailboxes.

- 2 To edit the fields on this window, use the arrow keys, the <Tab> key, and the <Enter> key to move the cursor to the field you want to change, and type a new value in the field.

If you make a mistake in typing, you can use the <Backspace> key to delete characters.

- 3 When you have finished typing the new value, press <Enter> to make Meridian IVR accept the new value. The value will be checked to see if it is valid. If your entry is invalid, the terminal will beep and display a message telling you so. If the entry is valid, the cursor will advance to the next field.

The <Escape> key can be used to return to the configuration window without exiting.

- 4 At this point you can press <F4> to exit the System Configuration window. The Save changes? pop-up window appears. If you wish to save the changes you have made, press <Enter> to accept the Yes default or press <F3> (Yes). If you do not wish to save the changes, use the arrow keys to highlight No and press <Enter>, or press <F4> (No).

Defining the node type

Procedure 3-11

Defining the node type

- 1 From the System Configuration window, press <F3> to display the Node Type Configuration window. Ensure that the cursor is positioned on Node 1.
- 2 Press <F1> to display the pop-up window and set to the default value of MERIDIAN.

Figure 3-15

Node type configuration window



Defining node characteristics

Each node has several fields that have to be defined. These include the maximum number of channels, total channels configured, and node name.

Procedure 3-12

Define the node characteristics

- 1 From the Node Type Configuration window, ensure that the cursor is positioned in Node 1, and press <F3> for Go to Node. The Node Configuration window is displayed for Node 1.

The various fields are described in the following:

Maximum number of channels This identifies the number of channels that have been purchased for your system.

Total channels configured This indicates the number of channels that are configured specifically for Meridian IVR.

This implies a range of logical Meridian IVR channels starting with 0. For example if you enter a value of 12, you must configure logical channels in the range of 0–11. Meridian IVR will attempt to register all ACTIVE status logical channels in the implicit range.

Notes:

- 1 This field must match the number of channels that you have configured in order for your applications to run properly.
- 2 This field is updated by the system once you have configured the channels.

Valid values 1–96 Dependent on the maximum number of channels. The default value is 0.

Note: The total number of ACTIVE logical channels of DEDICATED acquisition type should not exceed the number of Meridian Mail voice channels that have been designated for ACCESS service type. Otherwise the ACCESS link may become congested with excess registration requests that cannot be granted by Meridian Mail.

Node name (up to 14 characters) This specifies the user-defined name of the local host node. (The default value is None and the valid value can be any alphanumeric character up to 14 characters.)

Once you enter your edits, select a function key:

<F2> to go to any channel in the system

<F4> to return to the System Configuration window

Configuring channels

For each voice channel configured for Meridian IVR, you must define operational characteristics.

Procedure 3-13

Defining the operational characteristics of the voice channel

- 1 Press <F2- GO TO CHANNEL>, from either the System Configuration window or the Node Type Configuration window.

Meridian IVR displays the following prompt at the bottom of the window:

```
Enter CHANNEL OR NODE:CHANNEL  
(Number May Be Ranges, for example, 1-2:16-64): 1:0
```

Note: Disregard the format and range information shown on the window.

- 2 Enter a channel number or range of channel numbers, and press <Enter>.

For example, 0–11 indicates that you will be configuring the characteristics of all logical channels in the range 0 through 11.

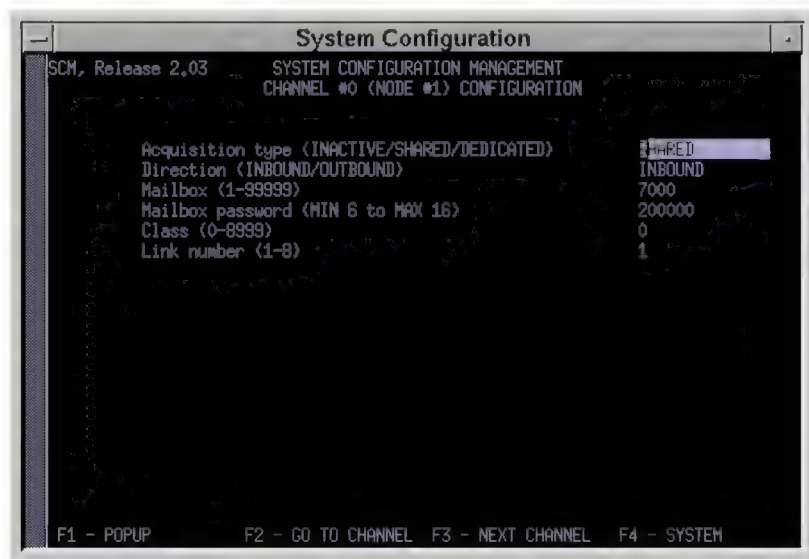
When you specify a range of logical channels, all channels are configured identically according to the values defaulted or changed in a single Channel Configuration window.

When you enter your channel value and press <Enter>, Meridian IVR displays the Channel Configuration window as illustrated in [Figure 3-16](#). Notice that the window identifies the channel number first, followed by the node number. Node 1 is the only valid node number.

Note: Ranges of channels can be configured. For SHARED acquisition type, consecutive logical channels that share the same class may be configured all at once by specifying the range of logical channels.

For DEDICATED acquisition type, the status, mailbox and password may be configured first by specifying a range then the class can be set individually for each logical channel by using <F3 NEXT CHANNEL>.

Figure 3-16
Channel configuration window



- 3 Press <F1> to display the pop-up window listing the values available for each of the first three fields. Select the appropriate value using the arrow keys, and then press <Enter>. Press <Escape> to cancel the pop-up window. Enter the mailbox number and password by using the arrow keys to move to the field and the keypad to enter the numbers.

The valid values for each field are explained below, together with a description of the value required for installation:

Status This field identifies whether the channel is active or inactive. The default value is INACTIVE, and the active values are SHARED and DEDICATED.

Acquisition type This identifies whether the channel is to be used by Meridian IVR only or is to be shared with other Meridian Mail applications (such as voice messaging or voice menus). Up to 24 channels may be used in shared mode. The default value is DEDICATED, and the valid values are SHARED and DEDICATED. Set the value to SHARED for installation testing.

Note: DEDICATED Acquisition type should be used only where Meridian Mail voice channels will be dedicated to Meridian IVR. SHARED Acquisition type may be used where Meridian Mail voice channels will be shared between Meridian IVR and other Meridian Mail voice services. It is also used where inbound Meridian IVR applications need to play previously recorded voice messages, or where inbound applications frequently need to access new (or changed) voice prompt segments, even where Meridian Mail voice channels may not be shared.

Direction Each channel must be designated as either inbound or outbound only. Incoming phone calls can be received on inbound channels, whereas outgoing phone calls are made on outbound channels. Outbound channels always function as dedicated acquisition type. If an application is to perform outdialing, there must be at least one additional channel configured as outbound to run the application. The default value is INBOUND, and the valid values are INBOUND and OUTBOUND. Leave the value at INBOUND for installation testing.

Mailbox This specifies the mailbox to be used by the channel for playing voice prompts and recording messages. The default value is None, and the valid values are 1–999999 (minimum of six digits). Specify the mailbox number created on Meridian Mail.

Note: For systems with Meridian Mail Release 7.5, if Meridian IVR uses more than 24 voice channels, you should allocate the channels between two different mailboxes such that no more than 24 channels are configured on any one mailbox.

Mailbox password This field specifies the password that permits access to the mailbox associated with this channel. The default value is None, and the valid values are 1–999999 (minimum of six digits). Specify a password for your mailbox.

Note: For security reasons, do not make your mailbox password the same as your mailbox number. Use a different number to make your system secure.

Class The default value is equal to the logical channel number and the valid values are 0–8999. Set class to 1 on all configured channels for installation testing.

For DEDICATED acquisition type, the class can connect a logical channel with a particular Meridian Mail voice channel.

For SHARED acquisition type, the class connects a group of logical channels with a Meridian Mail voice service DN (VSDN) of the same class.

- 4** When you have finished configuration changes for this channel, press one of the following function keys:

<F2> To go to any other channel in the system

<F3> To go to the next channel on the current node

<F4> To return to the System Configuration window

Saving changes

After you have configured your channels, you need to save your changes and exit the System Configuration Management window.

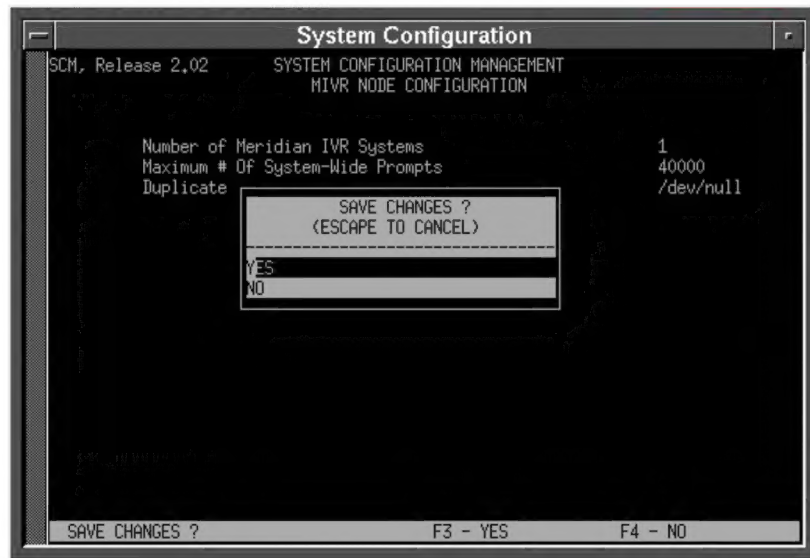
Procedure 3-14

Saving your changes

- 1 To save any changes that you make to the system configuration, from the System Configuration window, press <F4> to exit. Meridian IVR displays the Save Changes pop-up window (Figure 3-17).

Figure 3-17

Save Changes pop-up window



- 2 If you press <Enter> to accept the default YES or press <F3>, your configuration changes are saved. If you select NO and press <Enter>, or press <F4>, the changes you made in this session are not saved. In either case, you exit System Configuration and the Meridian IVR interface is redisplayed.

If you decide not to exit System Configuration, you can press <Escape> to abandon the Save changes pop-up menu.

Synchronizing date and time

If you need to synchronize date and time with Meridian Mail, follow the procedure described below.



ATTENTION!

If you complete **Procedure 3-15**, it will result in a new configuration taking effect.

If you do not need to synchronize date and time, then go to **Procedure 3-16** and restart Meridian IVR to accept the new configuration.

Procedure 3-15 Synchronizing the date and time

- 1 Log in as the root user.

Make sure that you have a working shared channel on Meridian Mail and Meridian IVR.

- 2 Type **mmtime** and press <Enter>.

The following messages are displayed:

```
*****
*      MMTIME process:                               *
*                                                     *
*      Synchronizing Workstation date & time with Meridian Mail *
*                                                     *
*      Notes: -Timezone should be set manually using 'Setup'. *
*              -Meridian ACCESS link must be capable of operating. *
*              -There should be at least 1 idle Meridian Mail *
*              voice channel with a service type of 'ALL'. *
*****
```

Restarting with the new configuration

From now on, when you start the application module, if it is correctly configured, Meridian IVR is automatically started in the background. Once you have configured the node and channels (or whenever you modify the configuration of even a single channel), you must restart Meridian IVR for the configuration changes to take effect. Otherwise, the previous settings will remain in effect. When restarting Meridian IVR, execute MIVR reset.

Procedure 3-16
Stop and restart Meridian IVR

- 1 Click the right mouse button on the display background to show a menu of options and select MIVR reset.

A pop-up window is displayed asking you to confirm if you want to reset Meridian IVR.

- 2 Click OK to confirm.

The Meridian IVR Console window displays messages as the Meridian IVR software is stopped, restarted and becomes fully operational again. It takes several minutes to restart the software.

While Meridian IVR software is restarting, calls are transferred to the Meridian IVR (ACCESS) Revert DN, providing that the Revert DN is configured in the VSDN table.